



Royal Mail Tracked Reporting

How to create Customer Summary Reports

RM Tracked Reporting – How to create Customer Summary Reports

As a Royal Mail Tracked customer, you have access to a Tracked Reporting tool via your OBA account, which provides you with a range of enhanced reports.

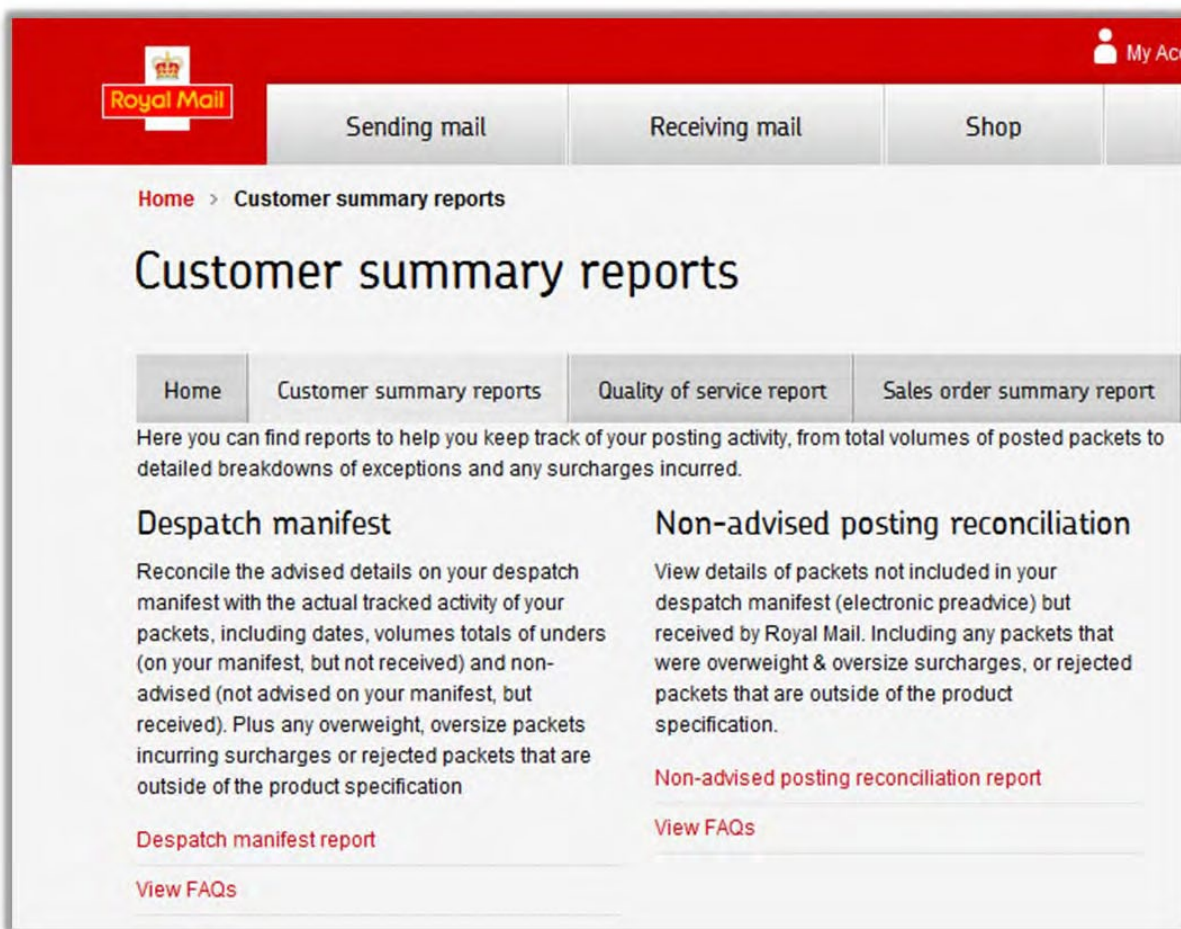
It allows you to view detailed management reports, as well as your Royal Mail Tracked parcel activity.

Logging in via OBA

You can view your reports via your OBA account which is accessed on www.royalmail.com.

- Scroll down & click on 'Royal Mail Tracked and Tracked Returns Reporting Tool'.
- Log in with your username & password.

To access your Customer summary reports press the Customer summary Reports menu option.



From here you can access:

- The 'Despatch Manifest report' which reconciles your details with your actual Royal Mail Tracked parcel activity, drilling down into specific pre-advice files for added detail.
- Your 'Non-advised posting reconciliation reports' which reviews the items handed to us without pre-advice.

Simply select a data range for your report and then press the View Report button.

Despatch Manifest report


Contract number	Pre-advice ID	Manifest date	Parcels advised	Parcels received	Parcels not tracked	Parcels rejected	Surcharged oversized	Surcharged overweight
426060TN	704	22/08/2015	1557	1557	0	0	0	0
426060TN	705	22/08/2015	8	8	0	0	0	0
426060TN	706	25/08/2015	8	8	0	0	0	0
426060TN	707	25/08/2015	1700	1700	0	0	0	0
426060TN	708	25/08/2015	8	8	0	0	0	0

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Top Tips

- When looking at items advised and received and there is a discrepancy, this suggests there is something wrong with your pre-advice or that you are pre-advising before you have cleared your packing stations for that day.
- When pre-advice is missing, we can't measure the quality of these parcels, and we can't send the notifications for these parcels.

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CUSTOMER PREADVICE RECONCILIATION SUMMARY									
									
Start Date: 01 August 2015 End Date: 31 August 2015 Account Name: EXAMPLE CUSTOMER - 01234567 All items reported here use the Pre-Advised date (Day A) as the criterion for inclusion.									
					Exceptions				
CONTRACT NUMBER	MANIFESTID	MANIFEST DATE	ITEMS ADVISED	ITEMS RECEIVED	NOT RECEIVED	REJECTED ITEMS	SURCHARGED OVERSIZED	SURCHARGED OVERWEIGHT	
456789TN	675	01/08/2015	1555	1555	0	0	0	0	
456789TN	677	03/08/2015	1553	1553	0	0	0	0	
456789TN	679	04/08/2015	1661	1661	0	0	0	0	
456789TN	681	05/08/2015	1508	1508	0	0	0	0	
456789TN	682	06/08/2015	1527	1527	0	0	0	0	
456789TN	684	08/08/2015	1523	1446	77	0	0	0	
456789TN	687	11/08/2015	1514	1514	0	0	0	0	
456789TN	689	11/08/2015	1673	1673	0	0	0	0	
456789TN	690	12/08/2015	1536	1535	1	0	0	0	
456789TN	692	13/08/2015	1468	1468	0	0	0	0	
456789TN	695	15/08/2015	1540	1540	0	0	0	0	
456789TN	697	18/08/2015	1531	1531	0	0	0	0	
456789TN	699	18/08/2015	1651	1635	16	0	0	0	
456789TN	700	19/08/2015	1437	1437	0	0	0	0	
456789TN	703	20/08/2015	1565	1565	0	0	0	0	
456789TN	704	22/08/2015	1557	1557	0	0	0	0	
456789TN	707	25/08/2015	1700	1700	0	0	0	0	
456789TN	709	25/08/2015	1615	1615	0	0	0	0	
456789TN	710	26/08/2015	1129	1129	0	0	0	0	
456789TN	713	27/08/2015	1568	1568	0	0	0	0	
456789TN	715	29/08/2015	1559	1559	0	0	0	0	
456789TN	717	31/08/2015	1527	1527	0	0	0	0	
Totals			34073	33977	96	0	0	0	

Non-Advised posting reconciliation report

Contract number	First tracked date	Non-advised	Rejected parcels	Surcharged signed for	Surcharged oversized	Surcharged overweight
426060TN	24/08/2015	9	0	0	0	0
426060TN	25/08/2015	10	0	0	0	0
426060TN	26/08/2015	9	0	0	0	0
426060TN	27/08/2015	5	0	0	0	0
426060TN	28/08/2015	9	0	0	0	0

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Top Tips

- This provides a summary of those parcels which have not been pre-advised.

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Royal Mail

CUSTOMER NON-PREADVICE RECONCILIATION SUMMARY

Start Date: 01 August 2015
 End Date: 31 August 2015
 Account Name: EXAMPLE CUSTOMER - 0123456789

All items reported here use the Item Acceptance Date (Day A) calculated from the first track as the criterion for inclusion.

				Exceptions			
CONTRACT NUMBER	FIRST TRACKED DATE	NUMBER OF ITEMS WITHOUT PREADVICE	REJECTED ITEMS	SURCHARGED OVERSIZED	SURCHARGED OVERWEIGHT	SURCHARGED SIGNED FOR	
456789TN	03/08/2015	7	0	0	0	0	
456789TN	04/08/2015	8	0	0	0	0	
456789TN	05/08/2015	10	0	0	0	0	
456789TN	06/08/2015	7	0	0	0	0	
456789TN	07/08/2015	8	0	0	0	0	
456789TN	10/08/2015	7	0	0	0	0	
456789TN	11/08/2015	10	0	0	0	0	
456789TN	12/08/2015	10	0	0	0	0	
456789TN	13/08/2015	10	0	0	0	0	
456789TN	14/08/2015	9	0	0	0	0	
456789TN	17/08/2015	10	0	0	0	0	
456789TN	18/08/2015	7	0	0	0	0	
456789TN	19/08/2015	10	0	0	0	0	
456789TN	20/08/2015	6	0	0	0	0	
456789TN	21/08/2015	9	0	0	0	0	
456789TN	24/08/2015	9	0	0	0	0	
456789TN	25/08/2015	10	0	0	0	0	
456789TN	26/08/2015	9	0	0	0	0	
456789TN	27/08/2015	5	0	0	0	0	
456789TN	28/08/2015	9	0	0	0	0	
Totals		170	0	0	0	0	